

CES Dos and Don'ts

Explaining the VI-SPDAT and CES to a Client :

- **Do** explain CES as a collaboration of LA County service providers working to streamline services to help connect homeless individuals to available resources and appropriate housing.
- **Do** explain the VI-SPDAT as an assessment that enables our network of service providers to understand their needs, program eligibility, and assist in matching them to the best resources available.
- **Do** ask a client to sign the VI-SPDAT consent form prior to conducting the survey.
- **Don't** guarantee housing to a client or give them a timeframe in which they will be housed.
- **Don't** give a client a copy of the VI-SPDAT.
- **Don't** mention that people will receive a score after participating in a VI-SPDAT. Please remember that the score guide is an internal function which we do not want to alert clients to so as to not render the tool useless.
- **Don't** tell a client that the most vulnerable are being prioritized for housing. Please remember that we are using the VI-SPDAT to **match people to appropriate housing**.

Creating a Unique Client Identifier (UCI):

- The first digit is the SPA Number (2)
- The next two digits of the UCI - First Two Letters of the first name of the person inputting the client into the system
- Following two digits of the UCI - First Two Letters of the last name of the person inputting the client into the system
- Next six digits - The two-digit month, two-digit-day, and two-digit year that the client is added to the database
- A Dash (-)
- Next two digits - the number (in order put into the database) of the client added to the database that day represented as a number and a letter, beginning with 1A, going to 1Z, going to 2A, to 2Z to 3A and so on.

As an example, if Chris Ko in SPA 2 entered in his third client of the day into the database on November 4, 2013, the client would obtain the following UCI: 2CHKO110413-1C

VI-SPDAT and Match Initiation Form:

- **Do** be very meticulous when inputting and documenting a client's unique ID. The system will be unable to match up your client's information if two different unique IDs are used in the VI-SPDAT and Match Initiation Form.
- **Do** review how to create a unique ID if the one you've created is not 14 digits long, doesn't have a dash, or doesn't have the first two letters of your first name and last name.
- **Do** email the Community Coordinators, Charles or Christina, after completing a VI-SPDAT to notify him/her of your client's name and unique ID.
- **Do** email one of the Community Coordinators to request for edits to be done to a VI-SPDAT if a client's situation has changed since it was originally conducted.
- **Do** email Christina or Charles if you want to find out your client's score.

- **Do** be specific about the places your client is accessing healthcare in section E question 2 of the VI-SPDAT.
- **Don't** document your client's length of homeless in **years** in the VI-SPDAT. In section B question 2, document your client's length of homelessness in **months**.

Once Your Client Has Been Matched to Housing :

- **Do** contact the housing provider and email SPA 2 Matcher, Amy Cole, within 48 hours to notify them of your client's interest **or** lack of interest in the housing opportunity.
- **Do** reach out Amy Cole if any issues arise or you have trouble getting in contact with the housing provider.
- **Don't** guarantee housing to a client. After a match has been made, a client must still be deemed a good fit by the housing provider, their eligibility must be verified, and, finally, approved by HACLA.

To complete a SPDAT and/or Match Initiation Form (or to download paper forms), go to <http://ceslosangeles.weebly.com/forms.html>

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